

# WHITE PAPER

## Infosys Future proof SAP AMS Framework



### Background

Do you think you spend too much on SAP support and maintenance? And still lack the agility to meet business demand fluctuations? With increasing competitive business environment and the need to deliver more business value with less resources the traditional AMS (Application Management Services) does not fulfill the challenges. Embracing a combination of traditional best practices and future proof service model is the need of the hour.

This is just what Infosys Future proof SAP AMS service offering delivers based on industrialized service delivery, high business value realization and transformation services.

## The Three Pillars of Infosys Future proof AMS Solution

Infosys Future proof AMS services is a strategic shift from traditional Lights-ON service provider approach to a one focused on improving our service delivery, business orientation and helping our clients move up in the solution value chain.

### Industrialization

We focus on the following sub themes within Industrialization:

- **Integrated service delivery platform** – Industrializing our day-to-day collaboration with clients and business, our service delivery processes, development services, single SAP helpdesk
- **Process Automation** – Infosys Automation Platform enables automation of our services. Our proven tools and utilities provide customized automation needs of the business
- **Shift-Left:** In our endeavour to bring solution closer to the business we bring-in a shift-left frame-work that comprises of early warning diagnostic tools, ready to deploy KM infrastructure and practices
- **Service Transparency** – To be reported with lag data is a thing of the past and we enable you to remain current with our service delivery performances online, on mobile with our service excellence tools and solutions

### Business Value

We enhance business value for clients through:

- **Business Alignment** - We built the framework to measure how IT enables business, by defining industry specific performance measures that measure success of IT enabling business rather than the IT services
- **Business Experience** – Our approach to improve business user experience is focussed on eliminating incidents and enabling business user with self-service utilities. Our incident elimination includes industrialized problem management using our in-house problem analytics tool to proactively eliminate root causes that hampers your business transactions. In addition, we monitor your business processes

proactively using automated business process monitoring through Infosys Command Centre and alert you before it reaches criticality

- **Simplification and standardization** – Our approach to simplify your business solution aims to simplify and enhance user-system interaction, leveraging UI5 technologies. We improve business experience and minimize maintenance cost by moving your custom solutions to standard SAP solutions and eliminate redundant custom codes through custom code

### Transformation

We partner with clients on their AMS transformation journey along the following sub themes.

- **Innovation** – We partner with you and invest in innovating the solutions that either improves the outcome or reduces the cost of the solution. We invest in service excellence that is focussed on innovation
- **Continuous Improvements** - While we deliver services, we continuously look out to deploy small step improvements that eliminates current pain points or improves the business experience. Our Business value articulation framework and i-trim measures are focussed on delivering continuous improvements to the solution and services delivered
- **Technology Up-Keep** – We have made key investments to be the right partners enabling you to be ahead of industry SAP technology adoption curve.
  - **Panaya** - With the recent acquisition of Panaya we have the leading cloud based suite of services to accelerate all SAP changes and upgrades.
  - **Lodestone** - With acquisition of Lodestone a Global SAP consulting firm we offer the best mix of consulting acumen and technical expertise to clients

## Roadmap to Future proof AMS

For most of our clients the journey starts with knowing whether they are currently and what needs to be done? Hence Infosys SAP Service Excellence Office has come up with an innovative and comprehensive Assessment framework to measure the current SAP AMS maturity of an organization based not just on traditional best practices but also assessing future needs.

## Infosys SAP Future proof Maturity Assessment Framework

- Our Maturity assessment framework has two components: Operational Maturity assessment and Future proof maturity assessment
- Operational Maturity measures the operational capability of a client SAP AMS organisation. It focusses on cost effectiveness and reliability
- Future proof assessment measures the capability with respect to future needs. It focusses on cost drastic, business value enhancing and transformation initiatives

## How do we execute the assessment?

- Conduct workshops to gather inputs. Use Infosys proprietary assessment tools and questionnaires
- As-Is Feedback and validate
- Benchmarking of results against industry standards
- Recommendations of Future proof AMS based on desirability and feasibility
- Provide Roadmap for Future
- Partner with client and leverage Infosys Future proof AMS toolkit to realize the Roadmap



## Benefits from our Future proof SAP AMS Services

Implementing our SAP Future proof AMS services would lead to 20~40% TCO reduction for clients. This is based on past success stories of executing this framework. The benefits would be realized in the following operational aspects.

1. Faster incident Resolution, resulting higher customer satisfaction
  - a. Smart Service Model
  - b. Efficient and integrated SAP helpdesk
  - c. Robust tools for collaboration
2. Achieving higher productivity through Automation & intelligent diagnostic tools

- a. From process automation to machine learning based automation
  - b. Intelligent Diagnostic tools which helps proactive monitoring which helps ticket volume reduction
3. Transparent service reporting provides online performance metrics in place of lag indicators at the end of the month.
  4. Benefits focused on improving business performance, resulting in lesser cost for AMS
    - a. Moving away from operational SLA to Business SLA
    - b. Proactive monitoring which alerts the business before the problem occur

5. Technology consulting always keeping the solution lands scape up to date
  - a. SME on providing technology consulting for SAP
  - b. Drive SAP road map for our clients
6. Continuous Improvement is aimed to reduce overall cost of application maintenance
7. Investment and partnership which focusses on bringing in Innovation solution to our clients
8. Zero Infrastructure Foot print
  - a. Moving the clients from on premise to cloud
  - b. Solution to Business Service model

## Infosys Investment

We understand the value of commitment in any partnership. Hence as an investment we offer a 2 week SAP Future proof Maturity assessment to you free of cost. All you have to do is **write to vivek\_ruikar@infosys.com** asking for same.

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## About Infosys

Infosys is a global leader in consulting, technology, outsourcing and next-generation services. We enable clients, in more than 50 countries, to stay a step ahead of emerging business trends and outperform the competition. We help them transform and thrive in a changing world by co-creating breakthrough solutions that combine strategic insights and execution excellence.

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